



VICTIM COMPENSATION & GOVERNMENT CLAIMS BOARD

JOB OPPORTUNITY

VICTIM COMPENSATION PROGRAM STAFF SERVICES MANAGER I (SSMI)

Permanent/Full-Time
\$4746.00 - \$5726.00

Under the general direction of the Assistant Deputy Executive Officer (ADEO), Victim Compensation Division, the Staff Services Manager I is responsible for managing, planning, and directing the day-to-day Victim Compensation Program (program) claims processing activities of the Central Region. The mission of the program is to ease the financial burden of crime victims through reimbursement of qualifying losses incurred as a direct result of a crime.

DUTIES:

Plan, organize and direct the work produced by Central Region program staff, ensuring that claim issues are resolved accurately, timely and are consistent with pertinent laws, regulations, and current Board policies. Assist in the development of workload measurements and direct the development and implementation of claims verification procedures for verifications staff to ensure compliance with changes in laws, regulations, or current Board policies. Develop and implement new and/or existing policies and procedures pertinent to program expectations.

Perform various tasks related to personnel management and development; provide leadership, guidance and direction to staff; assess employee performance, establish performance criteria and complete periodic appraisals; provide technical guidance and support, review staff work; provide feedback and other related tasks.

Interact with geographical and/or regional stakeholders including Victim/Witness Assistance, law enforcement, city and district attorneys, service providers, and victim advocacy organizations to provide information and satisfy mutual expectations. Act as conduit to identify obstacles to delivery of services; work with stakeholders toward an agreement and negotiate mutually acceptable solutions. Attend meetings and conferences as the Board's representative; facilitate training classes and other forums to represent the Board and to further the Board's mission and goals.

DESIRABLE QUALIFICATIONS:

- Knowledge of VCP statutes and regulations
- Good oral and written communication skills
- Ability to organize and prioritize competing tasks
- Ability to work under pressure, and deal with sensitive situations
- Excellent interpersonal skills
- Strong communication and writing skills

WHO MAY APPLY:

Employees currently at the SSM I level or individuals eligible for appointment to this classification (list, transfer or reinstatement) may apply. **In addition to their application, candidates must submit a current resume and cover letter explaining their eligibility and their interest in this position. Applications will be screened and only the most qualified will be interviewed.**

SUBMIT APPLICATION TO:

Victim Compensation and Government Claims Board
Human Resources Section/Attn: Robin Jones
P.O. Box 48
Sacramento, CA 95812-0048
(916) 324-3252
rjones1@vcgcb.ca.gov

FINAL FILING DATE:
June 2, 2006,
or Until Filled

Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation. ****POSITION SUBJECT TO SROA AND RE-EMPLOYMENT LIST POLICIES AND PROCEDURES.****

California Relay Service:

Voice line: 1-800-735-2922
TDD User: 1-800-735-2929

040-260-4800-00x